



Job description and person specification

Director of Technology Services



camberwell
college of arts

central
saint martins

chelsea
college of arts

london college
of communication

london college
of fashion

wimbledon
college of arts

A message from our Chief Digital Officer

At UAL we are committed to delivering the best and most efficient digital and technology services to our students and staff, and deliver on our strategy, 'The world needs creativity'.

Coming out of Covid, we are four years into this journey. We have made tremendous progress and have much more to do.

Backed by significant investment, we have made step-changes across a number of digital and technology services, including Network, Telephony, Audio Visual, Teaching & Learning and User Support, while delivering new state of the art physical spaces such as the new London College of Fashion at East Bank, and investing in Cybersecurity.

We work in partnership to prioritise the next phase of both user-facing improvements, and also the underpinning services we need, such as Data and AI.

We are also on a journey of how we deliver better outcomes to students, staff and UAL.

We are changing the way we view improvements delivered through technology, from a typical 'fire and forget' project view to a more ongoing, user-focussed product and service approach, bringing user research and data into our decision-making.

The successful candidate, and anyone successful in the role, will need a strong background in the core technologies and technology service delivery. They will also need to be a natural communicator, telling the story of our why and our how. And collaborator, who partners by default, and works with others to deliver. They will need to be a driver of change, but a change that brings people together, and a leader and developer of people.

We face our challenges, as all do in the sector, so cost management and efficiency are key. But digital and technology is a key enabler of the UAL strategy, and this role will be key to us driving that forwards.

Chris Condron

Chief Digital Officer

HAYS has been retained by **University of the Arts London** to manage the search and recruitment for this role. For all enquiries, please contact Joel Mundy, Business Director (joel.mundy@hays.com)

For more information on UAL, and Digital & Technology, please visit the dedicated recruitment microsite here: <https://webmicrosites.hays.co.uk/web/ual>

Please apply online via the application portal with your current CV (No cover letter required). Candidates who meet the criteria will be contacted for further discussion and to progress their application.

Job description

Job title	Director of Technology Services
College/Exec Group	Digital & Technology
Department/Team	Digital & Technology
Accountable to	Chief Digital Officer
Contract	Permanent
Term	37 hours per week, 52 weeks per year
Grade	Service Directors
Salary	Competitive
Location	Hybrid – UAL High Holborn/Home
Job family	Professional and Administrative
HERA reference	002068

Purpose of the role

Digital & Technology provides a strategic and transformational University-wide approach, designing and delivering services to enable teaching and learning, research, and innovation, with a focus on continuously improving the student and staff experiences.

Working to the Chief Digital Officer, the Director of Technology Services is pivotal in driving credibility with the business and in shaping the future technology landscape within Digital & Technology. The role holder will rely on their exceptional relationship skills to create business buy-in and bring together expertise from across the organisation to create a community that can deliver results in line with the strategic priorities. Comfortable with ambiguity, this role holder will provide insight, counsel and direction to all Digital & Technology leadership.

The Director of Technology Services will develop strategic partnerships and governance to shape and agree service strategies and roadmaps which enable our students, academics and professional staff in line with the University strategy.

As a member of the Digital & Technology Senior Leadership Team and reporting to the Chief Digital Officer, you will advise on the strategic direction of and implications for our IT systems and digital technologies against UAL strategic plans, providing leadership and guidance to the Technology team and provide thought leadership to UAL's executive team in all matters relating to:

- Technology Infrastructure.
- Service Design and Management.
- Cybersecurity.

You will continue to develop a highly functioning, multi-disciplinary team and ways of working, developing the services to ensure a focus on delivering the University strategy and driving continuous change and innovation.

This role offers a unique opportunity to make a significant impact and change the way UAL operates. The Director of Technology Services is a critical and central figure in Digital & Technology, enhancing the foundations for Technology Services, engaging in the development and maintenance of applications, enabling innovative and efficient solutions, creation of roadmaps, plans, patterns, policies, processes, procedures, standards, guidelines, and implementation patterns which guide strategy and delivery.

Working in partnership with all other members of the Digital & Technology Senior Leadership Team and Head of Products & Services, this role will help transform the provision of digital and technology services to exceed the University's Digital ambitions.

Key duties and responsibilities

- Provide strategic leadership for the Technology Services Group within Digital and Technology, aligning all work and outcomes to the University's strategy and goals.
- Lead the delivery of high-quality, customer-focused technology and digital services that are resilient, efficient and clearly aligned with the University's objectives
- Develop and maintain a high-performance, inclusive culture that fosters innovation, collaboration and continuous improvement across multidisciplinary teams.
- Design, implement and continuously evolve facilities, frameworks, standards and practices to enhance the quality, security and performance of all technology solutions.
- Lead the creation and delivery of the Group's roadmap and supporting strategies, ensuring continuous improvement, iterative development and transformational change initiatives.
- Work collaboratively with the Digital and Technology Senior Leadership Team to align strategic priorities and ensure effective ways of working across all teams.
- Build and maintain effective partnerships with academic and professional services teams to design and deliver innovative, user-centred platforms and services.
- Provide thought leadership and subject matter expertise across the HE sector representing UAL, actively sharing UAL's strategy, and building strategic networks with peers, suppliers and industry bodies.
- Oversee the development and implementation of IT and digital strategies including around disaster recovery, cybersecurity, major incidents, and business continuity planning, ensuring resources are in place to execute recovery plans
- Ensure delivery of high-quality, secure, innovative and cost-effective IT services across all UAL locations and worldwide, maintaining customer service excellence.
- Lead the identification, assessment and mitigation of information and cybersecurity risks, ensuring services operate within the University's risk appetite.
- Collaborate with senior stakeholders to identify and justify required capacity, capability, budgets and skills for delivery of Group services.
- Develop and maintain strong external relationships with partners, agencies and other universities to monitor emerging technologies and sector best practice.
- Drive adoption of digital best practice in service design, solution design and delivery, ensuring consistent, inclusive and accessible communication across all audiences.

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- Advise and support the Chief Digital Officer, including deputising when required, contributing to governance, institutional decision making, and ensuring delivery aligns with the University strategy.

Management responsibilities

- Lead, manage and continually develop a large multidisciplinary team (100+) promoting an open, inclusive and high-performance culture through influencing, developing and mentoring individuals and teams
- Define and track performance metrics to assess and develop staff capability, fostering career growth and leadership development.
- Oversee delegated budgets of £5–10 million, ensuring responsible financial management, forecasting of budgets and delivery of value for money and efficiency
- Develop and implement a people strategy for the Directorate, supporting recruitment, retention and professional development initiatives across Digital and Technology.
- Negotiate and manage service and operational level agreements, monitoring and improving performance against agreed targets.
- Delegate appropriate authority to ensure swift resolution of operational issues and service quality improvements.
- Lead and contribute to effective governance, risk management and compliance both within Group Services and institutional level, ensuring alignment with University policies and external standards.

Key working relationships

- Chief Digital Officer.
- D&T Senior Leadership Team.
- Other Executive Board and University Steering Group members (as appropriate).
- Heads of Product and Service within Digital & Technology.
- Business partners – including across HR and Finance.
- Strategic external relationships across the sector and with key vendors.
- Managers, other staff, and external partners, suppliers and other stakeholders with whom regular contact is required.

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review

Conversations (PRC) scheme and staff development opportunities.

- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Additional duties for senior appointments

- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites and internationally as necessary.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Educated to degree level or with a relevant professional qualification, or equivalent experience gained through senior leadership roles.
- Extensive experience in strategic planning, delivery and continuous improvement of digital and technology services, with a strong understanding of the current market, industry trends and best practice.
- Proven ability to lead large, multidisciplinary teams through change and transformation, fostering a high-performance and customer-focused culture.
- Demonstrable track record of successful collaboration and partnership working across complex organisations and with external peers and stakeholders, including contribution to advancing professional practice and research such as through networks and conferences.
- *Desirable but not essential: Awareness and understanding of the digital student experience in Creative Arts/Higher Education.*
- *Desirable but not essential: Proven experience of networking and influencing at national or sector level, building strategic relationships with industry bodies, vendors and partners.*

Communication skills

- Communicates persuasively and with gravitas, adapting style and messaging to diverse audiences in an inclusive and accessible way, with the ability to explain complex or technical concepts in clear, non-technical terms.

Leadership and management

- Provides visionary and inclusive leadership, setting strategic direction, motivating teams and working collaboratively across formal boundaries to drive innovation, organisational improvement and promote the development of a high performing culture

Planning and managing resources

- Demonstrates strong strategic planning, prioritisation and resource management skills, effectively delivering complex projects and services while ensuring value for money.

Teamwork

- Works collegiately as part of the Senior Leadership Team, fostering constructive relationships across functions and contributing to the collective success of the organisation.

Student experience or customer service

Person specification

- Provides strategic leadership to enhance the digital student experience or customer service, ensuring inclusivity, accessibility and continuous improvement.

Creativity, innovation and problem-solving

- Identifies and implements innovative, evidence-based solutions to complex strategic challenges, delivering lasting benefits for the organisation.